

FM KUDOS

April/May 2019

Faces of FM



FM in support of 2019
Spring Concert



Steve and Eric—HVAC



Van, Deborah, Rena, and
Sharon—President Rowe's
Inauguration Celebration

EARTH DAY, EVERY DAY!!



Earth Day was celebrated April 22nd, however, we can make every day Earth Day! Plant a tree, join a local park or beach cleanup, change your car's air filter, donate used items rather than throw them away. Next year we will celebrate the 50th Earth Day. Go to www.earthday.org for more information.

UPCOMING DATES:

5/11 & 12—Spring Degree Conferral and Commencement Ceremony

5/27— Memorial Day

5/28— 1st day of Summer Session Classes

Did you know??



W&M offers community courses such as Chinese Calligraphy, Hulusi, Chinese Flute, and Tea Appreciation in Chinese Culture which are open to the public. Each course contains 8 classes. W&M faculty, staff, and students always receive a 50% discount—\$40 for 8 sessions. Please go to events.wm.edu/event/view/wm/112072 for more information.

Bravo Zulu By Van Dobson



BZ to Rena Zrakovi for supporting training and assisting staff on Duo, Cornerstone, and the employee survey. Thanks, Rena, for demonstrating your commitment to Serving the FM team.

BZ to John Bjers, Rossie Coleman, and Ronnie Gray for all their efforts to improve the warehouse operation. Thank you, John, Rossie, and Ronnie, for your demonstration of Teamwork and commitment to supporting your FM teammates.

BZ to John McFarlane for his creative efforts in developing a new sign and landscape plan for the college corner area. Thank you, John, for demonstrating your Professionalism by applying your talents for the benefit of the many who pass by there every day.

BZ to Mack Whitehead for his swift action to address a sewer problem

that occurred during the VIP event at the Shenkman Center. Thanks, Mack, for demonstrating your commitment to Service to the university.

BZ to Nina Lyttle, Custodial Supervisor, for responding to a last minute call on a Sunday to clean and prepare the Zable Suite for the women's soccer banquet. The event had fallen off the Athletics schedule accidentally and no one was scheduled to come in. Thank you, Nina, for demonstrating the FM values of Service, Professionalism, and Teamwork.

BZ to Lonnie Peace and the moving crew for handling an emergency set up for interviews in Blow Hall this week. Thanks, Lonnie and crew, for your demonstration of Service to the university community.

KUDOS to you!!!



Mike Terrell — "The project was completed last month! And, thank you for going through the files to find "hold over" items to complete. I don't know how things work on that end to close out a project, but we are thrilled with the end results!"

~ Kathleen Powell, AVP for Career Development

Bob Johnson & Team— "We just met about the elevator and laser systems in Small Hall and I just want to say thank you. Facilities Management and Safety is always supportive of our research it makes a real measurable difference. We appreciate it."

~ Todd Averett, Faculty Member

Nina Lyttle—"Thank you very much for coming in Sunday morning to help us get the Zable Suite ready for the women's soccer banquet. It's my fault for not contacting you earlier to schedule someone to come in. So again, thank you. I really appreciated it."

~ Adam Andrusyszyn, Director of Facilities & Operations (Athletics)

Melanie Johnson— "I cannot say enough good things about Melanie! She is so friendly and does an excellent job at cleaning. She will stop by at least once a day to check to see if we need anything. This morning she cleaned all the baseboard and trim and it looks AWESOME!! I've never seen the Charles Center so clean in the 2 years I've been here. Our offices are dusted and vacuumed, she mops our entrance way and our kitchen. She has really improved the appearance of the Charles Center. We are so glad she is here and I hope she continues to work with us."

~Liz Gentry, Office & Budget Manager

Brittney Breisch and Tim Russell— "Brittney and Tim are to be commended for their diligent work in support of the fire damper survey project. With little notice they jumped right in and began providing floor plans to facilitate the survey. Their dedication and professionalism were second to none. Their efforts will undoubtedly ensure a much better final product. Thanks for your exceptional teamwork!"

~ Jason Kremer, Assoc. Director of Maintenance

PJ Wilhite and Hoke House Team— "Please give my thanks and compliments to the members of your staff who does morning cleaning in Hoke House. I moved into a new office on the first floor and had to collect a bunch of trash from inside cabinet drawers and take up an old rolling chair mat that was falling apart, planning to get them to a dumpster today. When I came in this morning the trash and mat were gone and the area under the desk where pieces of the old mat had broken off and collected had been vacuumed. I am so appreciative!!"

~ Margaret Morrison, Admin. Coordinator

Customer Comments



Scott is Awesome!

Always quick to respond and friendly and helpful. Much appreciated.
(Harold Mitchell and Will Moore)

Thank you! Awesome job! (Will Moore)

W&M is lucky to have an effective team of maintenance professionals.
(Robert Guerrero)

Everyone was wonderful to work with and so helpful (Mike Marrs)

Thanks! We really appreciate everything you all do for us! (Melissa Wilson)

Very satisfied with everything! Extremely fast response to service order, and whole thing took fewer than 5 minutes. Thank you so much!! (Maurice Dixon)

Thanks so much for your prompt attention. The lock works perfectly now! (Larry Clark)

I appreciate everything that you guys do, I know how hard you must work!! Thank you for taking care of our beloved, albeit old, campus <3 (Harold Mitchell)

Very fast turn-around time. Melissa identified and fixed the problem. Plus she made sure it was extra secure! Thank you so much Melissa! (Melissa Wilson)

**When possible, we will be referencing the name of the person who completed the work order in parenthesis after the customer's comment.

FM Awards

John Mattie received a monetary award for "Storm water regulations have become more stringent every year since the late 1990s. Since 2011 storm water compliance for Grounds Dept. BMPs and storm water runoff has been assigned to John Mattie. He was assigned the task of upgrading BMP facilities and adopting a continuing maintenance strategy to upgrade these tasks. Mr. Mattie has made steady progress in upgrading the campus approach to these tasks through extensive research, training, and education. Regarding walkways, lawn areas, and installation of additional infiltration facilities have taken storm water mitigation from minimal standards recognized by the DCR to enhance strategies through Mr. Mattie's efforts. His years of continuing effort contributed to successful compliance during a sight inspection and review of the program by DEQ representative in 2018. His storm water restoration efforts continue in 2019 and Mr. Mattie should be recognized for his hard work and dedication in making the campus environment a better place for all."

Welcome to our team!



Melanie Johnson—Building Services
James Whitehead III—HVAC
Patty Nelson—Business Services
Jacqueline Wallace—Bldg. Services
Ryan Pryor—Bldg. Services
Francis Gray—Carpenter Shop
Rob Charles—Carpenter Shop
Owen Walker II—Carpenter Shop

Farewell!



Desiree Newbill—FPDC
Antoinette Jackson—Bldg. Services
Derek Light—Carpenter Shop
Ben Mulherin—FPDC
Noella Ntakwinja—Bldg. Services
Nashawnta Jackson—Bldg. Services
Elvin Watkins—Plumbing Shop
Marcus Whiting—Plumbing Shop
Phyllis Buttrom—Bldg. Services
Yvonne Hall—Bldg. Services
Kathryn Pearson—Bldg. Services
Alphonso Wallace—Bldg. Services
Jason Charest—Bldg. Services
Wayne Adkinson—Bldg. Services
Ellery Ashby—Bldg. Services
Lee Paixao—Locksmith Shop

Service—Integrity—Professionalism—Teamwork—Safety